

## **APPENDIX E**

### **NATIONAL AND STATE COURT COMMUNITY OUTREACH PROGRAM INFORMATION**

- Part 1: State Survey Results
- Part 2: Sample State Survey
- Part 3: Program Analysis Grid

## PART 1: STATE SURVEY RESULTS

**TABLE 1 – SUMMARY OF COURT OUTREACH PROGRAMS**

COUNTY	LEVEL (COURT NAME)	AI	ADR	CC	CT	F	JI	M	O	PI	PO	RJ	SY	SB	V
-	Court of Appeal (1st District)	X	X		X	X		X		X		X	X		
-	Court of Appeal (2nd District)													X	
-	Court of Appeal (4th District)				X	X		X	X	X			X		
Alameda	Superior/Municipal	X		X	X	X				X	X		X	X	X
Alameda	Municipal (Berkeley-Albany)				X								X	X	
Alameda	Municipal (Fremont-Newark-Union City)	X			X		X	X	X	X	X		X	X	
Alameda	Municipal (Livermore-Pleasanton)												X		
Alameda	Municipal (San Leandro-Hayward)					X	X			X	X		X	X	
Butte	Superior/Municipal		X		X					X		X	X	X	
Calaveras	Superior/Municipal				X			X					X		
Colusa	Superior/Municipal				X										
Del Norte	Superior/Municipal			X	X	X							X		
El Dorado	Superior			X						X	X		X		
Fresno	Municipal (San Joaquin)				X								X		
Kern	Municipal (Bakersfield)				X	X				X	X		X		
Kern	Municipal (East Kern)			X	X				X	X			X	X	X
Kings	Superior/Municipal				X							X	X		
Lake	Superior/Municipal				X										
Lassen	Superior/Municipal	X		X							X			X	
Los Angeles	Superior (Includes branch courts)	X		X	X	X		X	X	X	X		X	X	X
Los Angeles	Municipal (Beverly Hills)				X					X	X		X		
Los Angeles	Municipal (Compton)			X	X	X		X	X		X		X	X	
Los Angeles	Municipal (Downey)				X	X			X				X	X	X
Los Angeles	Municipal (Glendale)			X	X								X	X	
Los Angeles	Municipal (Inglewood)				X						X		X	X	
Los Angeles	Municipal (Los Angeles)				X	X		X	X	X	X	X	X	X	
Los Angeles	Municipal (Malibu)				X										
Los Angeles	Municipal (Newhall)			X	X								X		X
Los Angeles	Municipal (Pasadena)				X					X	X		X	X	
Los Angeles	Municipal (Pomona)				X			X		X	X		X	X	
Los Angeles	Municipal (Rio Hondo)				X					X		X	X	X	
Los Angeles	Municipal (Southeast)				X								X	X	X
Madera	Superior/Municipal					X									
Mariposa	Superior/Municipal														
Mono	Superior/Municipal				X			X					X	X	
Monterey	Municipal				X								X	X	
Napa	Superior/Municipal			X	X	X		X	X	X	X		X	X	

AI = Administrative Improvements

ADR = Alternative Dispute Resolution

CC = Community Committees

CT = Courthouse Tours

F = Family Programs

JI = Juror Program Improvement

M = Media Programs

O = Other Programs

PI = Public Information Materials & Programs

PO = Public Opinion and Exit Surveys

RJ = Restorative Justice

SY = School and Youth Outreach Programs

SB = Speakers Bureaus & Meet Your Judges

V = Volunteer Programs

**TABLE 1 (continued) - SUMMARY OF COURT OUTREACH PROGRAMS**

COUNTY	LEVEL (COURT NAME)	AI	ADR	CC	CT	F	JI	M	O	PI	PO	RJ	SY	SB	V
Orange	Superior	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Orange	Municipal (Orange County Harbor)														
Orange	Municipal (South Orange)				X						X		X		
Orange	Municipal (West Orange)				X								X		
Placer	Superior				X	X	X	X					X		
Riverside	Superior/Municipal	X			X	X			X	X	X			X	
Sacramento	Superior/Municipal	X		X	X	X			X	X			X	X	X
San Benito	Superior/Municipal				X		X	X			X		X		
San Bernardino	Superior/Municipal					X									
San Diego	Superior				X	X	X	X		X	X		X	X	X
San Diego	Municipal (El Cajon)	X			X					X	X	X			X
San Diego	Municipal (North County)	X			X					X	X				
San Diego	Municipal (San Diego)			X					X						
San Diego	Municipal (South Bay)	X			X	X	X		X	X	X		X		
San Francisco	Superior/Municipal		X	X	X	X		X	X	X			X	X	X
San Luis Obispo	Superior/Municipal													X	
San Mateo	Superior/Municipal		X	X	X	X	X			X		X	X	X	
Santa Barbara	Municipal (Santa Barbara)					X							X		X
Santa Clara	Superior			X	X	X		X	X	X			X	X	
Santa Clara	Municipal				X					X			X	X	X
Santa Cruz	Superior/Municipal				X		X				X		X		
Shasta	Superior/Municipal				X			X	X	X			X		X
Sierra	Superior/Municipal														
Solano	Superior			X	X	X		X			X		X	X	
Sonoma	Superior/Municipal	X			X	X				X			X		
Stanislaus	Superior/Municipal				X	X			X				X	X	X
Tehama	Superior/Municipal				X								X	X	
Trinity	Superior/Municipal			X	X	X					X		X		
Tulare	Superior			X	X	X							X		
Tulare	Municipal				X				X				X		X
Tuolumne	Superior					X	X								
Tuolumne	Municipal				X								X		
Ventura	Superior/Municipal	X	X	X	X	X		X		X	X		X	X	X
Yolo	Superior/Municipal			X		X							X		
Yuba	Municipal			X	X	X		X		X			X	X	X
<b>Number of courts that reported type of outreach program</b>		<b>13</b>	<b>6</b>	<b>22</b>	<b>57</b>	<b>32</b>	<b>10</b>	<b>20</b>	<b>18</b>	<b>31</b>	<b>26</b>	<b>8</b>	<b>56</b>	<b>35</b>	<b>18</b>
<b>Percent of courts that reported type of outreach program</b>		<b>18</b>	<b>8</b>	<b>31</b>	<b>79</b>	<b>44</b>	<b>14</b>	<b>28</b>	<b>25</b>	<b>43</b>	<b>36</b>	<b>11</b>	<b>78</b>	<b>49</b>	<b>25</b>

AI = Administrative Improvements  
 ADR = Alternative Dispute Resolution  
 CC = Community Committees  
 CT = Courthouse Tours  
 F = Family Programs

JI = Juror Program Improvement  
 M = Media Programs  
 O = Other Programs  
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RJ = Restorative Justice  
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**TABLE 2 - RESPONSE RATE TO OUTREACH SURVEY**

Type of Jurisdiction (A)	Number of courts that responded to the survey (B)	Number of courts represented by survey responses (C)	Number of Courts (D)	Response rate (E)
Appellate Courts	3	3	7	43%
Superior Courts	37	37	58	64%
Municipal Courts	33	67	109	61%
Total	73	107	174	61%

Notes:

(A) Superior courts include responses from consolidated superior and municipal courts.

(B) The actual number of survey responses is higher than the number of responding courts shown in this column. There were multiple responses from some jurisdictions because of responses from branch courts.

(C) For municipal courts, this column includes 33 municipal courts and 34 municipal court districts represented by responses from consolidated courts.

(E) C/D. This column shows that superior courts in 37 of the 58 counties responded to the survey. These 37 counties accounted for 85 percent of the July 1, 1995 statewide population, as reported by the Department of Finance.

## **PART 2: SURVEY DISTRIBUTED TO CALIFORNIA COURTS**

### ***COURT/COMMUNITY OUTREACH QUESTIONNAIRE***

***Response Requested by the  
Judicial Council Special Task Force on Court/Community Outreach***

***Introduction*** This questionnaire is designed to assist the Special Task Force on Court/Community Outreach to identify community outreach efforts in California's courts. This information will form the threshold from which the task force can recommend guidelines and programs for creating and enhancing effective community outreach programs. An E-mail of this survey may be requested by contacting Shelley Stump (see information below).

***Instructions:*** This questionnaire is in three parts: Section 1 is a quick checklist for identifying the kinds of programs in which your court and judicial officer have participated; Section 2 provides a template that may be copied for describing each program in more detail; and Section 3 requests information about public education materials used in your program(s).

Please answer the questions in each section attached. Attach additional sheets as needed to describe each program in which your court is or has been engaged. Please include with your response copies of public information materials and other related information.

**Please return your completed questionnaire by August 30, 1997 to:**

Shelley M. Stump, Planning Coordinator  
Judicial Council of California  
Administrative Office of the Courts  
303 Second Street, South Tower  
San Francisco, CA 94107  
Phone: 415-396-9310  
Fax: 415-396-9388  
E-mail: shelly\_stump@jud.ca.gov

Thank you for taking the time to provide the task force with this information.

Court

Contact Person

Date

**SECTION I. COMMUNITY OUTREACH PROGRAM CHECKLIST**

Please check those types of community outreach programs in which your court is currently or has been engaged.

- ☐ Citizens' advisory committees
- ☐ Public opinion and exit surveys (trial court performance standards or other)
- ☐ Community volunteer panels
- ☐ Teen courts
- ☐ Telephone hotlines
- ☐ Domestic relations/domestic violence clinics for pro bono litigants
- ☐ Day-care facilities
- ☐ Information kiosks at court and/or other locations
- ☐ Courthouse tours
- ☐ Citizen guides
- ☐ *Meet Your Judge* programs (speaker's bureau, etc.)
- ☐ School outreach
- ☐ Media outreach
- ☐ Public service announcements
- ☐ Other(s) (please specify)
- ☐ \_\_\_\_\_
- ☐ \_\_\_\_\_
- ☐ \_\_\_\_\_
- ☐ \_\_\_\_\_
- ☐ \_\_\_\_\_
- ☐ \_\_\_\_\_
- ☐ \_\_\_\_\_
- ☐ \_\_\_\_\_

Court \_\_\_\_\_

Contact Person \_\_\_\_\_

Date \_\_\_\_\_

**SECTION 2. COURT/COMMUNITY OUTREACH PROGRAMS.**

For each community outreach program/project in which your court is or has been involved, please provide the following information:

**Name of Program or Project:** \_\_\_\_\_

**Location:**

Judicial District: \_\_\_\_\_ Number of Judicial Officers: \_\_\_\_\_

**Contact Person:**

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP: \_\_\_\_\_

Telephone: (\_\_\_\_) \_\_\_\_\_ FAX: (\_\_\_\_) \_\_\_\_\_

**Project Duration:**

Start Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

\_\_\_\_\_ Ongoing or Currently in Progress

End Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

\_\_\_\_\_ Project/Program Completed

**Summary Description:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Types of Court Personnel**

**Involved:**

- ☐ Judges  
☐ Administration  
☐ Staff

**Use of Volunteers:**

- ☐ No  
☐ Yes, Number per Year: \_\_\_\_\_  
If yes, Type(s) of Volunteer(s): \_\_\_\_\_

**Other Agencies/Organizations Involved:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Court

Contact Person

Date

**SECTION 2. COURT/COMMUNITY OUTREACH PROGRAMS**  
**(cont'd)**

***Problem or Issue That the Program Is Intended to Address:***

***Nature of Community Input at Project Inception:***

***Annual Costs to the Court:***

Total: \$ \_\_\_\_\_

Item(s) of greatest expense:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

***Primary Source(s) of Funding, If Any:***

☐ Court Budget \$ \_\_\_\_\_

☐ Grant \$ \_\_\_\_\_

☐ Other \$ \_\_\_\_\_

***Methods of Program Evaluation;***

☐ Court Personnel Feedback

☐ Customer Surveys

☐ Independent Evaluation

☐ Other: \_\_\_\_\_

***Results of Most Recent Program Evaluation\*:***

Community Reaction to Program Delivery

☐ Positive

☐ Negative

☐ Mixed/neutral

☐ Not yet evaluated

Court Reaction to Program Delivery

☐ Positive

☐ Negative

☐ Mixed/neutral

☐ Not yet evaluated

***\*Describe the major issues reflected in evaluations:***

***Other Community-Based Court-Related Programs*** (e.g., programs which the court does not directly oversee such as Court Watching Groups, etc.):



**SECTION 3. PUBLIC INFORMATION MATERIALS.**

Please list and enclose copies of all public information/education materials used by your court either in conjunction with the programs listed above or as stand-alone materials (e.g., juror brochure, etc.) including for each:

**Name of Publication:** \_\_\_\_\_

**Year Developed:** \_\_\_\_\_ **Number of Reprints/Re-publications:** \_\_\_\_\_

**Audience(s) Targeted by Publication:**  
\_\_\_\_\_  
\_\_\_\_\_

**Source of Information:**  
(Produced by the court or reproduced from original of another source?)  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Organizations That Collaborated With the Court to Produce the Materials:**  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



### PART 3: PROGRAM ANALYSIS GRID

#### COMMUNITY OUTREACH PROGRAM ANALYSIS CRITERIA

<b><i>Name of Program or Project:</i></b>	
<b><i>Location:</i></b> <ul style="list-style-type: none"><li>• Judicial District</li><li>• City/State</li></ul>	
<b><i>Contact Person:</i></b> <ul style="list-style-type: none"><li>• Name</li><li>• Address</li><li>• Telephone No.</li></ul>	
<b><i>Project Duration:</i></b> <ul style="list-style-type: none"><li>• Start Date</li><li>• End Date or Ongoing</li></ul>	
<b><i>Summary Description:</i></b>	
<b><i>Types of Court Personnel Involved:</i></b> <ul style="list-style-type: none"><li>• Judges</li><li>• Administration</li><li>• Staff</li></ul>	
<b><i>Use of Volunteers:</i></b> <ul style="list-style-type: none"><li>• Y/N?</li><li>• If yes, Type and Number Annually</li></ul>	
<b><i>Other Agencies/ Organizations Involved:</i></b>	
<b><i>Problem or Issue that Program Intends to Address:</i></b>	
<b><i>Description of Community Input At Project Inception:</i></b>	
<b><i>Identify Written Materials, If Any Used in Program Delivery (obtain copy if possible):</i></b>	
<b><i>Community Reaction to Program Delivery:</i></b>	

<b><i>Court Reaction to Program Delivery:</i></b>	
<b><i>Annual Costs to the Court:</i></b>	
<b><i>Source of Funding, If Any:</i></b>	
<b><i>Methods of Program Evaluation:</i></b> <ul style="list-style-type: none"> <li>• Court Personnel Feedback</li> <li>• Customer Surveys</li> <li>• Independent Evaluation</li> <li>• Other</li> </ul>	